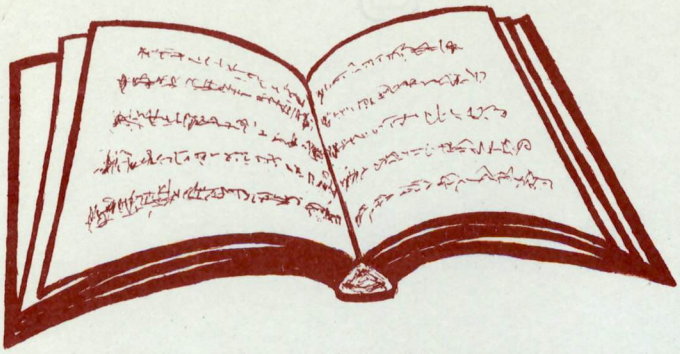

MEMO

from

Sir George Williams University Library

VOL. 2, NO. 5 July 1967

A WORD FROM THE EDITOR'S CHAIR

Your editor apologizes for this long delay between issues. The change in administration has required a slight breathing space for him to take it all in, and to sharpen his insights.

In welcoming our new Chief Librarian, I think I can say on behalf of us all that we are all gratified about the way she has begun. She has, at the outset, consulted with her staff and has kept us well informed. This emphasis on improved internal communications comes appropriately at a time when we are moving into a more dynamic phase of growth. Mrs. Howard is determined that at the same time the personal touch and contact between the Chief Librarian and her staff should remain strong and constant. We have full confidence in her abilities, and we all wish her the same success as her predecessor.

NEW ERA BEGINS IN LIBRARY AS MRS. HELEN HOWARD TAKES OVER REINS, ASKS FOR SUPPORT, IDEAS, SUGGESTIONS

On June 1, 1967, Mrs. Helen Howard, newly-appointed University Librarian, took over the reins of leadership from Keith Crouch, who has become Director of Libraries, McGill University. The following day she assembled her ninety-five staff members and greeted, and briefed them about the new problems and future expectations.

She emphasized that these are times of change in the university as a whole and that there will no doubt be changes in the library as well. "I therefore ask you for your support."

She said that she would particularly like to hear about her staff's problems, about the changes they would wish, and any suggestions for the better. There are channels of communication within the library, both horizontally and vertically, she said. These run from supervisor, to department heads, and so on up to the chief librarian. Although she could not see all ninety-five staff members and get all her work done, she still hoped that we can still all be in touch with each other. She stressed that she wanted to remain approachable.

One new major change in the university is the appointment of Mr. Hall as personnel officer, which began on June 5. Mrs. Howard stated that he will be responsible for outlining policies on vacations, sick leave, and so on. Heretofore these have been administered on an ad hoc basis in each department. But the library is just one of many university departments, and we must have policies which follow in general the practices of the whole university. Mr. Hall will also review and reassess the fringe benefits, so that these can give us all the best possible satisfaction.

Mrs. Howard reiterated the desire for personal contact with each new staff member. She said that she would like to meet everyone whom she has not yet met. And she would like to meet each new staff member on his first day in the library.

For the time being, Mrs. Howard's office is to remain on the 6th floor, with Miss Morrelli continuing as her secretary. Mrs. Joel, who has been Mr. Crouch's secretary, leaves at the end of June (to go north, with her husband, to Inuvik).

Mrs. Howard noted that one project which had bogged down, for financial reasons, was the creating of a staff room. She would like to reactivate it. Last year there were extensive renovations on the fifth floor. Air conditioners have been promised soon and are now being installed. Also promised are blackout drapes, in the university's three standard colours (burnt orange, yellow, pale green).

In the interests of improved library communications, Mrs. Howard has urged that all memos, staff lists, bulletins, and other written instructions, etc. be dated. She is hopeful that procedures manuals for each department will be written, to help train people, and to set forth policies.

FAREWELL FOR MR. CROUCH

Keith Crouch, retiring University Librarian, was tendered a farewell cocktail party by the University on May 5, in the Faculty Club. He was presented with a $220.00 cheque, to buy himself a work of art and a bronze plaque to attach thereto, citing his meritorious accomplishments at the University. The money was raised by private contributions of staff and faculty. Farewell greetings were extended by Michael McCahill, Head of the library's Technical Services; by Vice-Principal D.B. Clark; and by Principal R.C. Rae. Principal Rae particularly noted Mr. Crouch's ability to select competent personnel, and expressed regrets that Sir George was losing him to McGill University.

TECHNICAL SERVICES COMPLETES ANNUAL REPORT; STAFF HAS INCREASED, OUTPUT HAS RISEN, BUT OTHER MAJOR PROBLEM REMAINS: HIGH TURNOVER OF STAFF

The technical services section of the library has turned in its annual report for the period June 1966 - May 1967, and it reports a story of growth.

Full-time staff increased from 35½ to 46, to keep pace with the relatively large increase in acquisitions and extra duties of bibliographic searching which was formerly done by the Reference Department staff.

The cataloguing staff catalogued 15,503 new titles, for a total of 33,513 volumes, as compared with 13,251 titles and 24,112 volumes the preceding year. Additionally, 9,792 titles totalling 17,449 volumes were recatalogued, compared with 7,468 titles and 15,453 volumes in 1965/66. Also, 301 phonograph recordings were added. There were none the year before. Orders for 598 new periodical titles were placed, bringing the number of periodical titles up to 2,100.

Last summer a drastic renovation and expansion of quarters was undertaken for the department. An ensuing problem which was overcome just this month was the lack of air conditioning, which often upset the staff and tended to slow down overall production. Nevertheless, the introduction of new equipment - high speed camera, a Xerox copying machine - have helped to speed up output. We are in effect, very slowly automating. Morale remains high, and there is a good spirit of cooperation among department members.

During the year there has been a remarkable succession of resignations and appointments. Most of this turnover is in the non-professional library assistants. The problem is not unique to Sir George, for it is equally true of other large city libraries. The constant breaking in of new staff imposes a diversion on the time and performance of the professional staff. Necessary changes become harder to institute. Additionally the loss of two experienced cataloguers and one acquisitions librarian focused the burden of training new people upon the remaining

professional staff. A possible explanation lies in the age factor: most people who work in libraries are in their twenties and this group is the most job-hopping and family-producing in our population.

For the first time, a proper bibliographic checking unit was set up by the Acquisitions Department. Books now move much more quickly from this department to the cataloguers. Odering of Library of Congress cards has been abolished, except for foreign alphabet entries.

Mr. Van der Berg expresses his appreciation for Mrs. Ofeish's cooperation during the summer of last year. She sent circulation department members to Acquisitions, where they helped in checking selection slips in Books in Print. Thus the academic year began without a serious backlog.

In review, Mr. McCahill, Head of Technical Services, concludes that it is reasonably safe to predict a similar report next year: more growth, but continuing problems of turnover, and minor technical problems which require constant attention.

HOLIDAYS -- Library open only in evenings on June 26 and July 3

As Saturday June 24 and July 1 are holidays, the university libraries will be closed on those days and on the folowing Mondays, June 26 and July 3 until 5 p.m.

EXPRESSES APPRECIATION

Mrs. Mary Roberts thanks the library staff for the flowers and the contribution to UNICEF which were made upon the death of her husband, well-known journalist Grant Roberts, of the Montreal Star.

VISITS LIBRARY OF CONGRESS

Mrs. Anna Reich-Polgar recently visited the Library of Congress, while on vacation in Washington. Although she saw only part of this huge library, she still obtained clarifying notes at the library concerning the "N" (Fine Arts) schedules, which will be of benefit to the Cataloguing Department.

VIDEOTAPE LIBRARY INSTRUCTION THIS FALL

A videotape and a slide presentation on how to use the library are being produced this summer, in time for the fall registration of the 3,000 new freshmen coming into our university.

Every year the problem of library orientation becomes more acute because

increased enrollments impose greater instructional strains on the library's Reference Department. Last year, for the first time, a satire on Alice in Wonderland in slides and synchronized sound tape was used. It was original in conception, entertaining to watch, but it had technical bugs which detracted from its full teaching value.

This year work has started earlier. There is now a committee of six at work on the new videotape project. Its members include Joy Andison and Marilyn Loken, of the library; David Grey, a part time faculty member of the English Department, who is writing the script; and Barry Barnes, of the Instructional Media Office, who is handling production.

Students will also be given a multiple choice evaluation questionnaire to be answered on IBM cards. The library staff hopes thereby to discover what instruction is required, its value, and how much the students have understood.

In June, six sections of English 211 Evening Division students were given orientation tours of the library by various reference staff members. The questionnaire was used then on an experimental basis. Later, the librarians hope to discover which teaches more effectively: the on-the-spot library tours, or the classroom videotapes. The committee invites any constructive ideas or criticism.

The committee marks the closer cooperation between the library and the English Composition Department. Their videotape is of an experimental nature, and will be tried out on Sir George Williams University closed circuit television. If it does not prove to be of highest quality, a slide presentation will be substituted.

TEN THOUSAND WELCOMES

Mrs. Abike Abdul (Processing) formerly with Reitman's (Clothing store).

Neil N. Cameron, (Sci-Eng. Library) formerly with McGill University Science Library.

Eva Degerman,(Cataloguing) has returned to us from Sweden.

Rae Farrell, (Reference) formerly with Scott, Foresman Pub. Co., Glenview, Illinois.

Janice A. Flook,(Cataloguing) S.G.W.U. student, who was with us last summer.

Frances Harrop, (Circulation) formerly with the University of Calgary Library, Circulation Department.

Barbara Hultqvist (Acquisitions) formerly a secretary with the Textile Department, Kooperativa Forbundet, Stockholm.

Marsha Jacobs, (Reference) McGill University Library School student.

Margaret MacLelland,(Cataloguing) professional, who worked with us last summer, and just earned her M.L.S. degree.

Mrs. Rolande Paquette,(Cataloguing) formerly with Galerie Chantale (dressmakers).

Jan Van der Weide, (Processing) formerly a porter with Het Vrye Volk, Amersterdan.

Dianne Whaley, professional, recent University of Toronto Library School graduate; with B.A. from the University of New Brunswick.

DEPARTURES

Mrs. Becky Barlot,(Processing) is expecting a baby.

Lynn Crawford, (Cataloguing) is leaving town with her husband to continue his advanced Arabic studies.

Liane Darby, (Processing) is training for hostess aboard the new Canadian National turbojet service , scheduled to commence operations this fall.

Elana Freeman, (Cataloguing) has retired to her poetry writing, and to continue her studies in the Maritimes.

James McCall, (Stacks) has become a salesman for a Montreal caster manufacturer

Mrs. Jane Metcalfe, (Circulation) is expecting a baby.

Michael Newman, (Cataloguing) has moved to Vancouver, to continue his university studies.

Dorothy Russell, (Circulation) has joined I.C.A.O. as a secretary.

Mrs. Phoebe Stewart, (Circulation) has returned to her family, to mind her young daughter.

Joy Thorvaldsen, (Cataloguing) has returned to Calgary, having lost her downtown apartment due to Expo landlordism.

Helen Turbett,(Cataloguing) has returned to Vancouver, to continue her studies.

Joanna Vogel,(Sci-Eng.) has returned to St. Sauveur, Quebec.

Mary Whitehead,(University Librarian's Office) has returned to Vancouver.

TRANSFERS

David Bromely, from Stacks to Cataloguing.

Peter Darch, from Stacks to Circulation.

Marilyn Loken, from Recataloguing unit to Reference.

Marilyn Rebbeck, from Serials to Reference.

PROMOTIONS - PEOPLE ON THE WAY UP

Joy Andison, now Senior Reference Librarian (English and Modern Languages)

Myra Goldhar, now Senior Cataloguer (New Acquisitions).

Michael Hood, now Senior Cataloguer (Fine Arts collection development)

Diana Kertland, now Senior Acquisitions Librarian (bibliographic searching)

Mary Roberts, now Senior Reference Librarian (Economics, Commerce, Education)

Margarita Gill, now Supervisor of all Library Assistants.

HIGHER DEGREES - CONGRATULATIONS!

Paul Dubois, of the Recataloguing unit, has earned his M.L.S. at McGill University Library School.

Mrs. Helen Howard, University Librarian, has earned her M.L.S. at McGill University Library School.

Carol Calder, former Sir George Williams University Circulation Supervisor, has earned her B.L.S. at the U. of Toronto Library School and is working in that University's library circulation department.

ENGAGEMENT - JOY AND HAPPINESS TO YOU BOTH!

Suraiya Pathan (Cataloguing) is to marry Sydney Lutchmedial, elementary school teacher, of Balmain, Couva, Trinidad, later this summer.

ORGANIZE CONFERENCE

On May 13 and 14, some 90 members of the Quebec Library Association

attented the annual conference, held in the Hall Building, Sir George Williams University. A local arrangements committee was formed by Joy Andison, Joan Proudman, Marilyn Loken, Myra Goldhar, and Sol Katz.

OTHER NEWS

Robert Van der Berg has become Treasurer of the Quebec Library Association.

CONFERENCES

Mr. M.J.McCahill of the Technical Services Section, will be Chairman at the current Canadian Library Association Conference, June 17-22, in Ottawa. Mrs. Howard is attending briefly as a member of the committe on the use of professional staff. Others attending, in whole or in part, include Mary Roberts, Olga Gil, Diana Kertland, and Michael Hood. Mrs. Howard will attend the A.L.A. Library Buildings Institute and A.L.A. convention in San Francisco, June 22-29.